TRAFFIC OPERATIONS TECHNOLOGY SPECIALIST

DISTINGUISHING FEATURES

The fundamental reason the Traffic Operations Technology Specialist exists is to provide first line technical support in the Field Services Division of the Municipal Services Department. The Traffic Operations Technology Specialist is responsible for maintaining multiple databases. Performs skilled and semi-skilled work in the installation, maintenance, and repair of signalized intersections, intelligent transportation systems and street lighting equipment. This classification does not supervise. Work is performed under the general supervision of the Traffic Operations Supervisor.

ESSENTIAL FUNCTIONS

Maintains the integrity and accuracy of the Traffic Operations Work Order Management System and Computerized Maintenance Records for traffic signs, traffic signals and street lighting equipment.

Provides first line technical support for PC-based applications within Traffic Operations.

Acts as a first contact for troubleshooting technical questions and issues for Traffic Operations staff.

Trains new employees on various computer applications and provides on-going training as needed.

Develops reports providing an itemized list of costs of replacing/repairing City property as requested in response to legal inquiries to help recover costs incurred by the City from traffic accidents.

Automates miscellaneous processes based on requests. Collects, and inputs information into a PC based database and revises existing reports as needed.

Queries database to produce a weekly schedule for preventative maintenance of equipment.

Produces monthly reports measuring productivity related to cost, quantity and maintenance of equipment.

Tracks, maintains and updates inventory database of the divisions computer equipment, diagnostic testing equipment and related hardware/software.

Receives trouble calls relating to traffic signal repair, and has ability to make repairs when needed.

Performs other related duties as assigned.

Attendance and punctuality are essential functions of this position.

MINIMUM QUALIFICATIONS

Knowledge, Skills, and Abilities

Knowledge of:

Basic computer information systems, information technology terminology, concepts, and industry standards.

Microsoft Office programs including Word, Excel, and Access.

Microprocessor based electronic equipment.

Specialized computer software systems used in the division served including reporting capabilities and data security procedures.

Hazard and safety precautions associated with working around electricity and working in or around traffic.

Ability to:

Solve basic problems with word processing, spreadsheet, database and/or system software and hardware.

Work in conjunction with the IS Department to leverage technology solutions for divisional business needs.

Analyze common operating problems of software and hardware.

Communicate effectively and courteously both orally and in writing to customer requests on the phone and in person.

Comprehend and makes inferences from written material and verbal instructions.

Operate a variety of standard office equipment using continuous and repetitive arm, hand, and eye movement.

Understand and work from plans and drawings. Interpret assignments from blueprints, sketches, and work-orders.

Perform electrical and electronics work and work safely around heavy traffic and electricity.

Move heavy objects weighing up to 75 pounds.

Education and Experience:

Requires a high school diploma or GED. Any combination of training, education, and experience equivalent to an Associates Degree in Computer Science or Computer Applications, two years of experience working with MS Office applications, and two years experience in the installation, maintenance, and repair of traffic signals or similar electrical equipment.

Requires possession of a valid Arizona driver's license with no major driving citations in the last 39 months.

Special Requirements:

Must obtain I.M.S.A. Traffic Signal Technician Level II Certification within 2 years of hire date.

FSLA Status: Non-exempt   HR Ordinance Status: Classified